


**Communication Matters
Before, During & After
Hurricane Harvey**

Claire M. Bassett
Vice President
Communications & Community Outreach
Baylor College of Medicine

Communication is Key in an Emergency



- Baylor College of Medicine has a comprehensive Emergency Response Guide that is online and available to all employees, trainees and students.
- Schools, academic departments and administrative units have individual plans for their areas with a copy held centrally.
- Baylor College of Medicine uses Blackboard Connect for the Emergency Notification System which provides multiple types of messaging:
 - Email
 - Voicemail
 - Text Messaging
- The College's website serves as a primary source of information with links off of the homepage.
- There is also has an emergency information phone number with recorded messages regarding updates on the status of the school.

2

Information on Emergency Response Guide

Baylor College of Medicine

GIVING LIFE TO POSSIBLE

Inside BCM

Administrative Offices

Trainees

Faculty

Staff

Online Training

Text Size: A A

print this page

BCM Intranet < Admin Offices < General Counsel - Security < Emergency Management Guide

Emergency Management Guide

The purpose of this Emergency Management Guide is to assist you during emergencies such as fires, disasters, bomb threats or medical emergencies. Keep this manual in a visible location so that it is available when needed.

Baylor College of Medicine will be referred to as "BCM" throughout the manual. The information in this guide is specific to the **One Baylor Plaza** location.

Anyone wishing more information regarding the emergency procedures contained in this guide should contact BCM Security at 713-798-3000 during normal working hours.

For detailed instructions on the situations covered in this guide, refer to the [Baylor College of Medicine Emergency/Disaster Management Plan](#).

Contents

- [Civil Disturbances](#)
- [Bomb/Terrorist Threat](#)
- [Medical Emergencies](#)
- [Essential Personnel Condition](#)
- [Personal Threats \(Active Shooter\)](#)
- [Fire Emergency](#)
- [Hazardous Material Spill](#)
- [Weather Emergencies](#)
- [Evacuation Procedures](#)
- [Suspicious Letters or Packages/ Bioterrorism](#)
- [Explosion](#)
- [Bomb Threat Checklist](#)
- [Emergency Phone Numbers](#)

Download complete [Emergency Management Guide \(PDF\)](#)

3

Emergency Notification System

Baylor College of Medicine

GIVING LIFE TO POSSIBLE

Inside BCM

Administrative Offices

Trainees

Faculty

Staff

Online Training

Text Size: A A

print this page

BCM Intranet < Admin Offices < General Counsel - Security < Emergency Notification System

Emergency Notification System

BCM has implemented an emergency notification system to alert you of a crisis or catastrophic event.

To receive phone, e-mail and text messaging notifications, you must first log into ENS using your BCM ECA username and password.

If you have any questions about the ENS, please review our [Frequently Asked Questions](#) or contact it-support@bcm.edu. Your information will only be used to contact you during a crisis or emergency.

Emergency Notification System


[Log in](#)

Hurricane Harvey – Before, During and After Timeline

Baylor
College of
Medicine

- **Aug. 24 (Thursday)** – Announcement that BCM will be open on Friday
- **Aug. 25 (Friday)** – Flood gates partially installed to allow BCM to remain open
- **Aug 26 (Saturday)**
 - Open but restricted to 2 entrances. Sign in required
 - 7 p.m. – Final gates installed. Campus closed. Essential personnel only.
 - **Storm arrives**
- **Aug. 27 (Sunday)** – Campus Closed
- **Aug. 28 (Monday)** – Campus Closed
- **Aug. 29 (Tuesday)** – Campus Closed
- **Aug. 30 (Wednesday)**
 - Baylor College of Medicine Opens
 - Classes and Clinical Rotations Delayed Until September 5
- **Aug. 31 (Thursday)** – Outpatient Clinics Open
- **Sept. 1 (Friday)** – Baylor College of Medicine Resumes Normal Business Operations
- **Sept. 5 (Tuesday)** – Classes and Clinical Rotations Resume

5



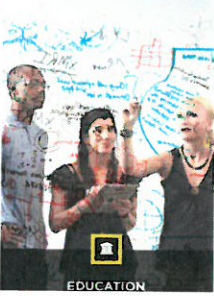
GIVING LIFE TO POSSIBLE

[Healthcare](#)
[Community](#)
[Research](#)
[Education](#)
[News](#)
[Giving](#)
[Innovation](#)
[Find a Physician](#)


Hurricane Harvey

Baylor College of Medicine and its clinics will be open Friday, Aug. 25 during regular business hours.


*We are a health sciences university that provides the best care,
educates the best minds and develops the best treatments.*




EDUCATION



RESEARCH




COMMUNITY



HEALTHCARE

6



Healthcare

Community

Research

Education

News

Grants

Jobs/Interns

FIND A PHYSICIAN


GIVING LIFE TO POSSIBLE

Q


Hurricane Harvey

Resources, tips can help you weather the impending storm. Visit our [weather safety page](#) for more information.


We are a health sciences university that provides the best care,
educates the best minds and develops the best treatments.




EDUCATION



RESEARCH




COMMUNITY



HEALTHCARE

7



Healthcare

Community

Research

Education

News

Grants

Jobs/Interns

FIND A PHYSICIAN


GIVING LIFE TO POSSIBLE

Q


Hurricane Harvey

Baylor College of Medicine and its clinics are closed Sunday and Monday. Flood gates have been activated and there is no entry into the main campus. Visit our [weather safety page](#) for more information.


We are a health sciences university that provides the best care,
educates the best minds and develops the best treatments.




EDUCATION



RESEARCH





COMMUNITY




HEALTHCARE

8

4



Flood Safety

Harris County's Office of Emergency Management encourages residents to monitor weather conditions and local news for vital information. If you are driving during a flooding event, do not attempt to cross-flowing streams, as vehicles may stall or you could lose control. **Never** drive your vehicle around warning signs for barricades.

The [National Weather Service](#) offers the following reminders during floods:

- It is never safe to walk or drive into flood water.
- As little as 6 inches of fast-moving flood water can knock over an adult.
- It takes 12 inches of rushing water to carry away a small car.
- Most vehicles, including SUVs and pickups, will be carried away by 2 feet of rushing water can carry away most vehicles.

Emergency Numbers

To report a crime, safety hazard, fire, accident, or other emergency situation, contact:


Texas Medical Center Security: (713) 795-0000 or 911
 Baylor Security Office: (713) 798-3000
 From within BCM: 8811

Personal Safety Tips →

Read campus safety tips from Baylor College of Medicine Campus Safety and Security Offices.

9

Text Messages



SMS with 23177
8/29/17, 2:54 PM

BCM will open at 10 am Wed., Aug. 30. Your personal safety is of the utmost importance. Only come in if you can safely do so. Contact supervisor if unable to work. Go to Houston Transtar for safe route for commute. Go to the Baylor website to view email with details on return to work process.

SMS with 23177
8/28/17, 12:26 PM

BCM closed on Tues. Aug. 29. An advisory will be sent Tues. afternoon regarding the operational status of BCM for Wed. We continue to be concerned about the safety and welfare of all members of BCM Community. Go to BCM website for info on resources for recovery and other information about BCM.

SMS with 23177
8/27/17, 7:27 AM

BCM closed Sunday & Monday to all but essential personnel which is defined as staff from Facilities, Security, Center for Comparative Medicine, Environmental Safety and Information Technology. All flood gates are deployed. No others admitted to the campus.

10

Broadcast Emails

Baylor
College of
Medicine

BCM Closed to all but Essential Personnel

B

BCM-ALERT <BCM-ALERT@bcm.edu>
 Sunday, August 27, 2017 at 7:34 AM
 To: Bassett, Claire M

Action Items Manage Add-ins...

Baylor
College of
Medicine

Dear Members of the Baylor College of Medicine Community,

With the catastrophic rainfall that occurred overnight, I know that many of you are dealing with personal issues at your homes from high water and flooding. Your personal safety is a priority so I urge you to take every necessary precaution as our community deals with the aftermath of this flooding.

We kept a team on the Cullen campus overnight and they deployed all of the flood protection gates once the rain intensified. For this reason, only essential personnel from Facilities, Security, Center for Comparative Medicine (CCM), Environmental Safety and Information Technology are admitted to the campus on Sunday and Monday. For those who are concerned about their research, there is regular power in all the buildings so we do not anticipate any issues with your research labs. Animals in all of our campus and satellite facilities are being cared for by CCM staff who are based at all locations.

For now, please make taking care of yourself and your families and staying safe your top priority. Additional updates will be provided as we have more information.

Paul Klotman, M.D.
 President & CEO and Executive Dean

11

Social Media

Baylor
College of
Medicine


Dear Students,

Our greatest concern is your safety, health and well-being. We have established a [Facebook group](#) for you to indicate if you are safe and if you have any immediate needs – food, shelter, etc.

Additionally, we want you to know that all classes and clinical rotations are suspended until Tuesday, Sept. 5. Please use this time to take care of yourselves and those close to you. We will be in touch as it gets closer to Tuesday.

School Deans Signature....

The screenshot shows the Facebook interface for the 'Baylor College of Medicine - School of Medicine Student Resource Group'. At the top, there's a header with the Baylor College of Medicine logo and a search bar. Below the header, the group name is displayed, followed by a 'Join Group' button. A section titled 'Members (553)' lists several members with their profile pictures and names: Andy Prufer, Roshawn Nicole Blanton, Jordani Samo, Jake Goh, Mic Aps, Whitt Everi, and Acara Elaine. There are also 'Shortcuts' listed on the left side of the page.



[Healthcare](#)
[Community](#)
[Research](#)
[Education](#)
[News](#)
[Giving](#)
[Intranet](#)

FIND A PHYSICIAN

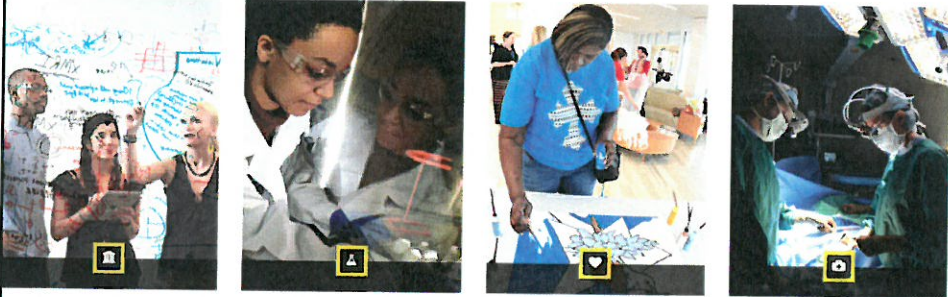
GIVING LIFE TO POSSIBLE

Q


Hurricane Harvey Recovery

Baylor College of Medicine will open Wednesday, Aug. 30 at 10 a.m. Baylor clinics remain closed for patients. Visit our [weather safety page](#) for storm-related resources and more information.

We are a health sciences university that provides the best care, educates the best minds and develops the best treatments.



Communications with Resource Information



Dear Members of the Baylor College of Medicine Community,

Today, we opened the main campus at 10 a.m. and hundreds of you came through the front door. Still others worked to get our clinics ready for opening tomorrow. Many of our physicians are taking care of people with medical and mental health needs at the George R. Brown Convention Center. Our scientists were reassured to return to find their labs as they left them before the weekend. That was because of our incredible Ride-Out Team, who I had the chance to thank in person this morning.

Baylor is back in business. We will open as usual at 8 a.m. tomorrow.

We also will open all clinics tomorrow. It is important that we provide this service to our patients and to the community. I thank all of you in the patient care setting for working over the past days to ensure we have adequate faculty and staff to open tomorrow.

I have updates on several services we are providing, and in each case, [additional details are available on the intranet](#):

- A [Hurricane Harvey Relief Fund](#) has been established. The leadership team and members of our Board of Trustees kicked it off with donations. We invite you to contribute. And, of course, if you experienced damage from Harvey, you should [apply for funds](#).
- An Emergency Assistance Exchange Program is being developed to help those who were displaced match with those who have available housing or those who need specific furniture match with those who have some to spare.
- The 30-day approval for Volunteer Time Off has been waived. Those wanting to volunteer to help with flood relief efforts can request 8 hours of paid time off by submitting the [Volunteer Time Off Form](#) to their supervisors.
- The BCM Federal Credit Union has been contacted and will consider requests for extension of payments on a case by case basis.

For those who have questions about homeowners' insurance coverage, we recommend visiting the [Texas Department of Insurance website](#).

Paul Klotman, M.D.
President & CEO
Executive Dean

14

Resources Web Page
Baylor College of Medicine

MEET OUR HARVEY HEROES

Harvey Recovery Resources

[Baylor College of Medicine](#) > [About Us](#) > [Our Campus](#) > [Harvey Recovery Resources](#)

SHARE

Severe weather emergencies can happen at any time and often strike quickly. Being prepared for inclement conditions and natural disasters will go a long way in helping to keep yourself and others safe.

Emergency Resources

- HISD will provide three free meals a day to families affected by Harvey.
- Meal centers sponsored by HISD.
- Sheltering And Immediate Assistance Available After Hurricane Harvey.
- Red Cross and partner agency shelters.
- Airbnb has waived fees for those displaced by weather.
- Open YMCA locations.
- YMCA extended camp locations.

Attention Baylor Personnel

The following links provide important information to the Baylor community as we turn our attention to Hurricane Harvey recovery. (Intranet login required)

- General College Notices
- Back-Up Care Program
- Emergency Notification System
- Campus Emergency Plan

Harvey Emergency Relief Fund

15

Resources Web Page
Baylor College of Medicine

Special Harvey edition of free LegalLine set for Thursday

In partnership with the Houston Bar Association, Baker Botts has arranged for a large team of its and other lawyers in the Houston legal community to staff a special edition of the [LegalLine](#) on Thursday, Sept. 7, from 6 p.m. to 9 p.m. The number is (713) 229-1870.

Lawyers, including attorney from Baylor's Office of the General Counsel, will be on standby to answer legal questions regarding how to deal with losses from Hurricane Harvey and address other frequently asked questions, including issues regarding FEMA, rentals, and replacing important documents, among others.

LegalLine is an anonymous, free legal service, sponsored by the Houston Bar Association, offered to those in the greater Houston community. Callers will not be asked their name or where they work.

County Emergency Management Departments

Below is a listing of emergency management websites for affected counties in Texas:

[Brazoria County](#) : City offices closed through Sept. 5, 2017

[Chambers County](#)[Fort Bend County](#): City offices closed through Monday, Sept. 4, 2017

[Harris County](#)

[Montgomery County](#)

[Victoria County](#) : City offices closed until further notice

[Walker County](#)

Emergency Numbers

- For a life-threatening emergency call 911
- For a medical emergency call 211
- Non-emergency, or to report debris or flooding: 311 or (713) 884-3131
- If you need to be rescued call (281) 238-3630

16

Relief Fund Online Donation

Baylor College of Medicine

Baylor College of Medicine

Hurricane Harvey Relief Fund

Your donation will go to help students, faculty and employees who have been affected by Hurricane Harvey.

Houston, Texas

Donation Information

Amount: \$

Designation: BCM Hurricane Harvey Relief Fund

Additional Information

Type of gift: ☒ One-time gift ☐ Recurring gift

Anonymous: ☐ I prefer to make this donation anonymously

Billing Information

Application for Relief Funds

Baylor College of Medicine

Hurricane Harvey Relief Fund

[Baylor College of Medicine](#) > [Support](#) > [Institutional Web Management Forms](#) > [Hurricane Harvey Relief Fund](#)

The BCM Hurricane Harvey Relief Fund will be used specifically for donations that will go to Baylor students, faculty, employees and their families who have suffered loss and other hardships during Hurricane Harvey.

Apply for Assistance

TODAY'S DATE

select date

NAME required

First

Last

BAYLOR ID# required

Baylor Helping Baylor Page

Baylor
College of
Medicine

Baylor College of Medicine®

GIVING LIFE TO POSSIBLE

Baylor Emergency Assistance

Welcome to Baylor Emergency Assistance

Usage Instructions

login

Welcome our newest members (post): ssauardo, baka

Things I Need	topics	posts	last post
Clothing	0	0	
Essential Items	0	0	
Food	0	0	
Furniture	0	0	
Misc.	2	4	★ Drop Frame... 09/20/2017 @ 1:10 PM
Lodging	3	3	📎 Lodging needed in Dallas... 09/24/2017 @ 1:18 PM
Transportation / Carpool	0	0	
Things I Have	topics	posts	last post
Clothing	10	14	📎 Llama... 09/19/2017 @ 11:50 AM
Essential Items	4	4	📎 essential... 09/20/2017 @ 1:10 PM
Food	2	2	📎 Let me know what food you... 09/21/2017 @ 1:48 PM
Furniture	16	37	📎 King Bed... 09/20/2017 @ 1:48 PM
Misc.	6	9	📎 Plastic Storage Box... 09/20/2017 @ 1:48 PM
Lodging	9	12	📎 3 BR house for rent... 09/13/2017 @ 11:10 AM
Transportation / Carpool	0	0	
Total:	34	66	

19

Baylor
College of
Medicine

GIVING LIFE TO POSSIBLE

Healthcare Community Research Education News Clinical Intranet FIND A PHYSICIAN

q

College Status

Baylor College of Medicine is back to routine business operations, all clinics are open Thursday, Aug. 31.

*We are a health sciences university that provides the best care,
educates the best minds and develops the best treatments.*



EDUCATION



RESEARCH



COMMUNITY



HEALTHCARE

20

GIVING LIFE TO POSSIBLE

[Healthcare](#)
[Community](#)
[Research](#)
[Education](#)
[News](#)
[Giving](#)
[Initiatives](#)
[FIND A PHYSICIAN](#)

Hurricane Harvey Recovery

Get the latest recovery updates, including valuable community resources, tips and general information. Donate to our [Baylor College of Medicine Hurricane Harvey Relief Fund](#). Visit our [weather safety page](#).

We are a health sciences university that provides the best care, educates the best minds and develops the best treatments.

21

GIVING LIFE TO POSSIBLE

[Healthcare](#)
[Community](#)
[Research](#)
[Education](#)
[News](#)
[Giving](#)
[Initiatives](#)
[FIND A PHYSICIAN](#)

Hurricane Harvey Recovery

Get the latest recovery updates, including valuable community resources, tips and general information. Donate to our [Baylor College of Medicine Hurricane Harvey Relief Fund](#). Visit our [weather safety page](#).

HARVEY HEALTH INFORMATION

Baylor College of Medicine experts provide important information on health care concerns during this crisis.

[LEARN MORE >](#)

MEET OUR HARVEY HEROES

Meet members of the Baylor College of Medicine community who helped others during Harvey.

[LEARN MORE >](#)

FIND A PHYSICIAN

The simplest way to help you find the right physician for you. Quickly connect with Baylor's top experts.

[LEARN MORE >](#)

PATIENT INFORMATION

Information on a variety of topics to help you better understand how to prepare.

[LEARN MORE >](#)

22

Baylor College of Medicine News

[Baylor College of Medicine](#) · [Baylor College of Medicine News](#)

SHARE



Enduring Harvey's Aftermath ➔

Experts at Baylor College of Medicine have compiled an overview of precautions to take and what to look out for when returning to homes that experienced flooding.

Harvey Health Information

- [Be aware of safety hazards in flood aftermath](#)
- [Health concerns after Harvey](#)
- [Coping with Harvey and its aftermath](#)
- [Safety recommendations for renters in a home](#)
- [Tips to help children deal with trauma](#)

Latest News

- Method screens and analysis of complex microarray images
- Research reveals how estrogen regulates gene expression
- Test reveals possible treatments for disorders involving MeCP2
- Better reconstructs pathways for chaperone-assisted (Hsp)

23

Status Check Project

Baylor
College of
Medicine

- Of approximately 8,300 employees
 - **665 have experienced damage to their home or car**
- Of 3,108 students/trainees
 - **162 have experienced damage to their home or car**
- Estimate that 8-10 percent of the Baylor College of Medicine community had significant home or vehicle losses
- Harvey Relief Fund
 - More than 530 requests to date
 - First set of payments were processed Sept. 8

24

Benefits Provided

Baylor
College of
Medicine

- Per our policy, employees were paid for the two days the College was closed
- Waived the 30 day requirement for volunteer day off time
- Waived the 6-month waiting period for new employees to use benefit time
- Extended the use of backup care through Bright Horizons
- Created vacation donation program
- Department of Psychiatry and Behavioral Sciences, scheduled Healing from Hurricane Harvey Group Sessions Sept. 5 - 13

25

Wrap-up – Special Edition of Newsletter on Sept. 15

Baylor
College of
Medicine

Ride-out team keeps College safe

One hundred forty-four hours. That's how long Hurricane Harvey lasted for the members of Baylor's ride-out team. The group of 52 essential personnel from Facilities, Security, Center for Comparative Medicine, and Radiology, agreed to be locked in behind the campus floodgates before anyone knew where the storm would make landfall or how much damage it...

[Continue reading →](#)

Baylor doctors provide care at large-scale shelters after Harvey

Student volunteers rise to challenge in Hurricane Harvey's

Staff member's instinct is to serve Baylor patients

Harvey doesn't disrupt important imaging services

26

Contact Information

Baylor
College of
Medicine

Claire M. Bassett
Vice President
Communications & Community Outreach
Baylor College of Medicine

bassett@bcm.edu

713-798-4712

27